

CUSTOMER SERVICE IS CRITICAL FOR SMALL BUSINESS SUCCESS

A number of years ago I read a survey on why people stop buying at a particular store. The title of the survey and its author have long been forgotten, but the results have been burned into my memory. According to the survey, of all of the reasons that people give on why they stopped visiting a business – reasons like price, location, quality of the merchandise, etc., over 50% of the persons surveyed stated that they stopped buying at a particular store because of a poor or indifferent attitude of the person who waited on them. Think of that! You can add up all of the reasons of why people stop frequenting a business and in total they do not surpass one simple reason – the lack of good customer service. Let’s face it. At some time or another we have all experienced a store clerk, a waiter or an auto technician who acted like we just didn’t matter, like we were taking them away from something more important or that they simply did not want our business. For me, I just want to get out of there as quick as I can, and it would take a compelling reason for me to return.

Conversely, I am sure we have all had very pleasant experiences shopping and buying in many of our Culpeper businesses. For me, that usually starts with how I am greeted by the owner or the staff. When I am greeted in a professional manner by a person who is truly happy to see me in their establishment, it makes my shopping experience less stressful and more enjoyable. This positive experience usually continues as the salesperson politely asks how I can be helped and, in response to my needs, begins to offer suggestions. When I leave the store, with or without purchasing anything (usually it’s with something because I’m a sucker for good customer service), I know I will return to shop in the future. Maybe that’s because I have become sensitized to the value of customer service and believe it is one of the things any business can improve to enhance the bottom line. Some people get it, and some just don’t.

I cannot offer any scientific evidence, but I would suspect that when we are faced with an inhospitable business experience, the person “on the other side of the counter” is not the business owner, but an employee who the owner trusts to be a good sales person. Business owners invest a lot of time, money and effort to make their business a success. They might have paid a premium price for an ideal location, and they probably invested huge sums of money (any amount is a huge sum for a small business owner) in inventory and merchandizing that inventory. With the few dollars that were left, the business owner purchased a sign and developed an advertising campaign. All of this was done for one reason and one reason alone – to entice shoppers to walk into their business. The tragedy for the business owner is, that after they have invested so much effort to convince a shopper to walk through their door, the simple actions or inactions by the first store employee the shopper meets will likely determine if anything is purchased and, more importantly, if that shopper will ever return to that store again. What a shame. What a risk. Small businesses simply cannot survive without repeat customers, and customers will only continue to patronize a business that offers good customer service.

But help is on the way. Germanna Community College is about to launch a program aimed at improving customer service. The genesis of this program is linked to discussions with small business owners and then

discussions with the Culpeper Chamber of Commerce. These initial discussions focused on how we can improve customer service throughout the community in a systematic way.

The Small Business Committee of the Chamber picked up the gauntlet and worked with Russell James, Dean of Workforce Development at Germanna Community College. Mr. James recently unveiled ***The Customer Service Academy***. This new educational program will consist of several seminar-based workshops and most of the workshops will include practice exercises and role playing. Participants will review videotapes of the sessions - all in an effort to improve customer service.

An outline of some of the courses of the Academy follows:

Connecting with Customers

This four-hour workshop covers the essentials of communicating with customers including the importance of body language and voice tones. Participants will practice customer service techniques and learn strategies to improve listening and how customers evaluate customer service.

Building Customer Loyalty/Creating Five Star Customer Service

This three-hour intense workshop will help participants define customer service from the customer’s perspective, understand customer expectations, become better prepared to handle “moments of truth” and develop responsive and caring service skills.

Overcoming Customer Challenges

This three-hour practical workshop identifies the reasons why customers become upset and provides an understanding of the tools to turn the situation around. Participants will learn strategies to defuse angry and/or aggressive customers.

Other instructions include:

Flexing Your Style - understanding and adapting to customer styles and desires.

Product & Service Knowledge - how to stay knowledgeable about the products or services offered. Learn the difference between features and benefits.

Protection Information and Assets - explore workplace ethics and customer confidentiality. Discuss issues of trust, loyalty, theft and impropriety.

Managing Multiple Priorities – learn how to manage your time and the importance of teamwork, cross-training and delegation.

For more information on **The Customer Service Academy** contact Germanna Community College at **(540) 937-2914**. If you are a small business owner or an employee of a small business, I encourage you to explore what the Customer Service Academy has to offer. It may make a difference in the number of repeat customers you see, and that’s always a good thing. Good Luck.

*Carl B. Sachs, Director
Culpeper County Department of Economic Development*

REGIONAL ADULT EDUCATION

CULPEPER, MADISON, ORANGE & RAPPAHANNOCK COUNTIES

Many adults who did not complete a high school program of instruction have continued to learn through a variety of experience encountered in everyday life. The purpose of the GED Testing Program is to provide an opportunity for these individuals to have the learning acquired from such educational experiences evaluated and recognized. The GED Tests make it possible for qualified individuals to earn a high school credential, thus providing opportunities for hundreds of thousands of adults to:

- Pursue higher education
- Obtain jobs or job promotions
- Achieve personal goals

WHAT ARE THE GED TESTS?

The Tests of General Education Development (GED Tests) are internationally recognized. They have been designed to measure major academic skills and knowledge in core content areas that are learned during four years of high school. When an adult passes the 7 ½ hour GED Tests battery, the resulting GED credential certifies that he or she has attained subject matter knowledge and skills associated with high school completion. The GED Tests battery includes the following subject area tests:

- Language Arts, Reading with
- Mathematics fol-

George Washington Carver-Piedmont Technical Education Center

GED Testing Schedule

Denise S. Vogt, Chief Examiner

GED Schedule for 2010

March 12 & 13, 2010
April 9 & 10, 2010
May 14 & 15, 2010
June 11 & 12, 2010
July 23 & 24, 2010

You need to register 10 days before the test date.

Reasonable accommodations are available upon request, for individuals who qualify.

The George Washington Carver-Piedmont Technical Education Center (GWC-PTEC) is open to take your GED application Monday – Thursday 8:30 A.M. – 3:30 P.M. and Friday 8:30 A.M. – 3:00 P.M. Additionally, we are open late on Monday and Thursday evening until



Piedmont Regional Adult Education

(540) 825-0476

Register for Adult Classes in your area for GED Preparation, or ESOL (English Speakers of Other Languages). Work on your reading, writing and math skills for GED and speaking skills for ESOL. Call for information.

GWC-PTEC GED – 9:00 AM – 11:30 AM./Tues. & Thurs.
GWC-PTEC, Rapidan, VA.

Culpeper GED – 5:30 PM – 8:00 PM/Tues. & Thurs.
Health & Human Resources, Culpeper, VA

Culpeper/Rappahannock ESOL – English As A Second Language
6:30 PM – 9:00 PM/Tues. & Thurs./Health & Human Resources
Culpeper, VA & Farmington Elementary ESOL
6:00 PM-8:30 PM/Tues. & Thurs., Culpeper, VA

Morning ESOL – 9:00 AM – 11:45 AM/Mon. & Wed.
Virginia Community Bank, Culpeper, VA

Head Start ESOL – 5:00 PM – 7:00 PM/Mon. & Wed.
Head Start, Culpeper, VA

Fast Track Class – 5:30 PM – 8:00 PM/Mon. & Thurs.
GWC-PTEC, Rapidan, VA

Literacy Council of Madison GED – 9:30 AM – 12:00 Noon/Mon. & Wed.
Madison Literacy Council, Madison, VA

Literary Council of Madison GED – 9:30 AM – 12:00 Noon/Tues. & Thurs.
Madison Literacy Council, Madison, VA

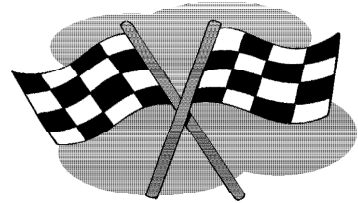
Literary Council of Madison GED – 6:30 PM – 8:30 PM/Tues. & Thurs.
Madison Literacy Council, Madison, VA

Gordonsville GED – 6:30 PM – 9:00 PM/Mon. & Wed.
Gordon-Barbour Elem. Library, Gordonsville, VA

Head Start ESOL—5:30 PM—7:30 PM/Mon. & Wed.
Prospect Heights Annex, Orange, VA

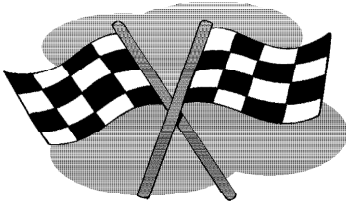
Orange GED – 6:30 PM – 9:00 PM/Tues. & Thurs.
Orange County High School, Orange, VA

Rappahannock GED – 6:00 PM – 8:00 PM/Mon. & Thurs.
Rappahannock High School, Washington, VA



Start Your Engines for a Better Job

Ask about FREE GED Testing
For the Race to GED Grant



PIEDMONT REGIONAL ADULT EDUCATION

George Washington Carver-Piedmont Technical Education Center
9432 James Madison Highway, Rapidan VA 22733
Telephone (540)-825-0476

Spring 2010 CONTINUING EDUCATION SCHEDULE

CLASS	DAY/SITE	BEG.-END	SESSIONS	TIME	FEE
Beginning Astronomy	TBA/C	TBA	1	8:00 P.M.	FREE
Computers for Seniors	T/C	4/13 - 5/11	5	6:00-8:00 PM	\$80.00
Introduction to Computers	W/C	4/14 - 5/12	5	6:00-8:00 PM	\$80.00
MS Excel I	W/C	4/14 - 5/12	5	7:00-9:00 PM	\$80.00
MS Excel II	TH/C	4/15 - 5/13	5	5:00-7:00 PM	\$80.00
MS Word I	T/C	4/13 - 5/11	5	5:00-7:00 PM	\$80.00
MS Word II	T/C	4/13 - 5/11	5	7:00-9:00 PM	\$80.00
All Classes at GWC-PTEC					

TUITION REQUIRED IN ADVANCE

Detach and return with payment by
April 1, 2010

Office of Continuing Education
George Washington Carver – Piedmont Technical Education
Center 9432 James Madison Hwy.

Make check and money order payable to:
Orange County School Board

Name: _____

Address: _____

Street Name City State Zip Code

Daytime Phone () _____ Evening Phone () _____

Please enroll me in the following classes:

Class Name	Day (Circle One)	Time	Cost
	Mon./Tues./Wed./Thurs.		
	Mon./Tues./Wed./Thurs.		
	Mon./Tues./Wed./Thurs.		

Method of Payment: M.O. _____ Check _____ Cash _____



Culpeper County Office
101 S West Street Culpeper VA 22701
540/727-3435

What is Virginia Cooperative Extension?

Carl Stafford, Extension Agent, Agriculture and Natural Resources

Economic Impact of Agriculture In Culpeper County

Peter Callan, Extension Agent, Farm Business Management

Virginia Cooperative Extension exists in 100 counties and cities in Virginia and is present in every state in the country. Extension was started by the 1914 Smith Lever Act that began a “cooperative” funding agreement between county, state and federal governments. This act also made a strong connection between Extension and our Land Grant Universities.

Our Land Grant Universities are Virginia Tech and Virginia State University. Our connection to these institutions of higher education is through research conducted by our specialists. Extension recommendations are based upon facts developed from this work which we then share in our communities, solving locally identified problems.

A simple example of our research can be found in agriculture. Corn growers know which varieties to plant because of our studies. Extension specialists compare corn varieties across many Virginia locations to learn about yields, stalk strength, days to maturity, and plant populations among other features. Grain yield is a standard research output and is the basis for making a variety selection. There are many other examples of research improving the lives of people in our communities.

We offer three program areas. 4-H is our youth program; Family and Consumer Sciences works with families; and Agriculture covers everything from Forestry, to Farming to Floriculture. Extension Agents are hired for their education and background. For example, agriculture agents will have one or more degrees in a related field. A livestock agent will naturally have a livestock background; a forestry agent will have studied forestry; and some are generalists, who help with the variety of demands we face.

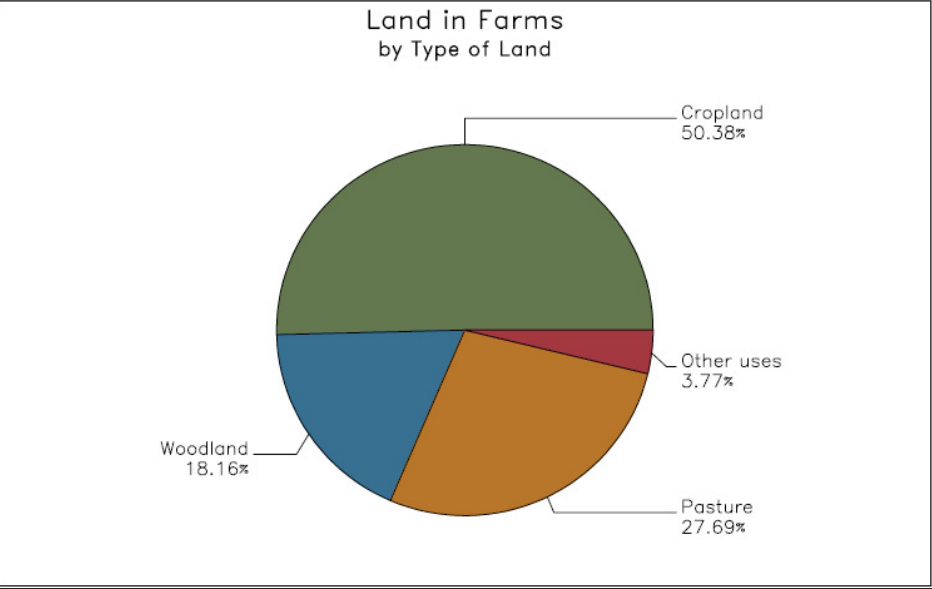
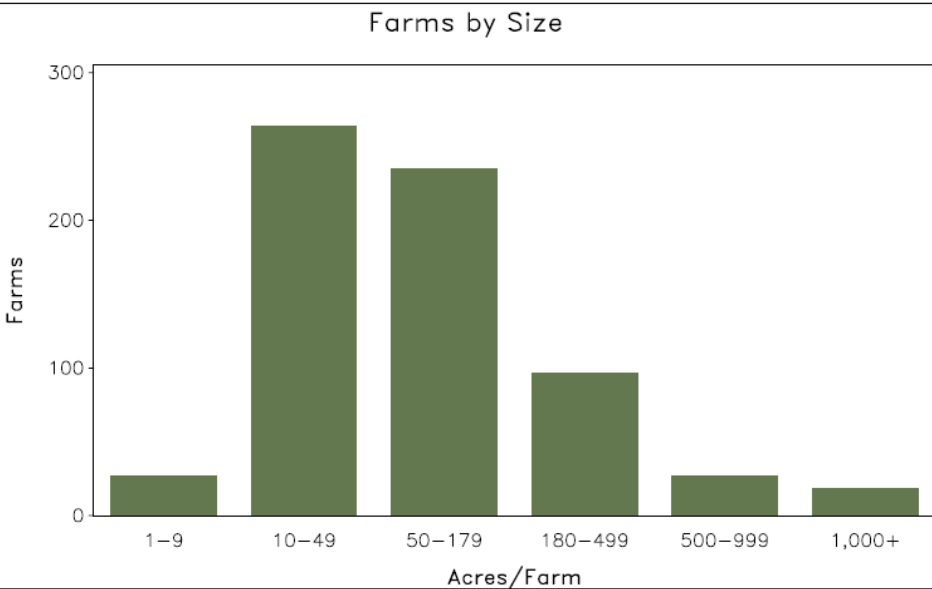
Extension Agents are educators, and our product is research-based information. We also depend heavily upon volunteers: be they 4-H club leaders, Master Gardeners, or farmers on an advisory committee or our Extension Leadership Council. We look to local people for help in prioritizing our work, and we know each communities needs are different.

Culpeper has a history of long-serving Extension Agents, in 4-H, in Horticulture, in Agriculture and in Family and Consumer Sciences. When I came to work in 1985, I was the only 20-something on staff. The rest had 15, 20 or even 30 years experience. Today, the entire original group has retired. Over the last 25 years our community has changed, yet remained the same. While we lost farmland, we gained farm numbers. Our population roughly doubled. Today our highest grossing farmers grow their crops in media inside hot houses instead of in our good “red land” soil. Animal agriculture and forestry account for most of our land use which was true in 1985, but today there are more horses and fewer dairy cows. Our community is mobile, and careers are measured in increments of years instead of decades. We are well located with excellent soils. Transportation moves us freely about, and our climate is desirable and moderate.

Contact your local Extension office for answers and programs to solve your needs.

Culpeper County’s agricultural sector is a major contributor to the County and regional economy. A review of the 2007 Census of Agriculture data stated that agriculture generated sales of \$27.1 million in 2007. Livestock related sales were 53% of the total, and the balance of 47% was crops, greenhouse and nursery sales. There were over 111,000 acres of land in farms with an average farm size of 167 acres.

The following graphs show farms by size and land in farms by type of use.



If you are a person with a disability and desire any assistive devices, services, or other accommodations to participate in any Extension program, please contact Virginia Cooperative Extension, Culpeper Office, at 540-727-3435 during business hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, one week prior to the event, to discuss accommodations.

Economic Contribution of Agriculture in Culpeper County continued

Agricultural sales generate much greater economic impacts on the local and regional economy than other businesses.

Agricultural enterprises commonly generate income multipliers of 2.0 to 2.5, meaning that every \$1.00 of sales produces \$2.00 to \$2.50 of income for the region. This is attributable to the large proportion of inputs that are purchased locally as compared to other businesses. For example, machinery, feed, crop needs, insurance, petroleum products, and supplies are purchased from local businesses. Agriculture contributed over \$54 million to our local economy. Profits generated by large chain stores are transferred out of the county and not reinvested in the local economy. Manufacturing enterprises typically generate income multipliers of 1.5 or less, because many of their raw materials and supplies are imported from outside the region.

Farmers purchase large volumes of feed, fertilizer, fuel, repairs and supplies from local businesses. Farmers are price sensitive when purchasing inputs. The volume of their purchases enables local businesses to keep their doors open by covering overhead costs (e.g. utilities, la-

bor, taxes, repairs and taxes). Non-farm residents are willing to pay higher prices for the convenience of not having to drive out of town to purchase small quantities of supplies and inputs. Sales to urban residents generate the profit for many small businesses. Without the large purchases by the farm community, many local businesses could not afford to remain in business.

The Culpeper County Department of Real Estate Assessment stated that in 2008 woodland and farmland assessed at the value of its current use (pasture, hay, and cropland) rather than fair market value generated over \$281,000 in tax revenues. This land does not require fire and police protection, social services, road maintenance and the need to build and staff schools.

The old adage “you can’t judge a book by its cover” applies to the importance of agriculture in our local economy. Farms contribute to the county’s rural character, protect open spaces and support numerous businesses that residents take for granted in Culpeper County. So the next time you speak with a farmer, thank him for his contributions to our community. Your greeting will make his day!

Agriculture generates local prosperity—supplies are bought in volume from local sources.

4-H Spring Activities

Cristy Nibblins, Extension Agent, 4-H Youth Development
JoAnna Kilby, 4-H Program Assistant

As many look forward to spring, 4-H looks forward to Embryology. Embryology is an awesome hands-on experience where children have the opportunity to learn the life cycle through the incubation and hatching of chicks. This is a 21-day process that offers a mind-opening experience and builds responsibility in children who participate. Last year many classrooms, including elementary and middle schools in the County, participated in this fun-filled process.

JoAnna Kilby, 4-H Program Assistant, and Laurie Hughes, 4-H poultry volunteer, meet with teachers before and after the program to ensure that everyone is on the right path and excited about the process.

On the first day, midway through, and on the last day of the program, JoAnna and Laurie come into the classroom to demonstrate, encourage and answer questions from both students and teachers. 4-H is there every step of the way throughout the entire embryology process. Don’t hesitate; it will be an experience you will never forget!

Registration is completed by the teacher of the classroom that wants to participate. Registration is fast approaching and space is limited; so teachers, contact JoAnna Kilby at jlclark@vt.edu or 727-3435 to be part of this fantastic opportunity.



Embryology 2009 Ms. Hurt’s class at Farmington

An After School Garden Project!

4-H is embarking on a brand new journey this spring with Farmington Elementary school. 4-H has an innovative after-school club with a thrilling new twist...an after school garden!

The **4-H Fox’s Garden** is a hands-on experience for children to enrich their knowledge of how the earth provides the foods we consume and to promote healthy eating habits through growing your own produce along with cost-effective measures. Students will gain knowledge on tending and planting a garden and will have assistance from Virginia Cooperative Extension’s staff and trained Master Gardeners.

Participants will learn various ways to prepare foods they have grown and how nutritious foods affect their well-being. Finally, children will discuss the importance of community efforts to help individuals for whom hunger is a serious issue.


Georgette Yates-Mosley, Senior Program Assistance, SNAP ED for youth will enhance children’s understanding of the food pyramid along

with the food groups and encourage the consumption of all food groups with fun and exciting recipes that children can create on their own.

Brenda Watkevich, Program Assistant, SNAP ED for adults will also be providing a component for the parents of participants. Parents will be given the tools to create healthy recipes as well as how to get the most out of their grocery budget and many other useful tips.

4-H is more than ready to dig right in with this new project. There are, however, many items needed to begin a garden, such as seeds and tools. 4-H is accepting donations of used and new items needed for this garden.

Please contact JoAnna Kilby, 4-H Program Assistant, at jlclark@vt.edu or 727-3435 if you can be of assistance. Your donations will be greatly appreciated for this after school project. Principals and educators, if you are interested in beginning your own after school club or garden, please contact JoAnna Kilby.



4-H is gearing up for our annual **4-H Share-The-Fun Talent Show**, and we are looking for you!

Do you find yourself singing to the mirror, holding your hairbrush and belting out the tunes on your favorite CD? Maybe you spend all your time in your parent’s garage pounding out the notes of a song on your favorite guitar. Or do you love to perform stand-up comedy or magic acts out of your favorite magic book? If you find that any of these scenarios sound like you, then we are looking for you.

If you love to sing, whether it is country, pop or rap with or without musical accompaniment; if you enjoy playing any musical instrument; if you enjoy dancing ballet, tap, modern jazz or do gymnastics; we want you at this contest. There are 6 performance areas, and we know that you will find one that you are just dying to perform. Don’t forget that group acts are more than welcome. So get a bunch of your friends together and show off your talents at the 4-H Share-The-Fun Talent Show.

Annual 4-H Share-The-Fun Talent Show

Performance Areas

Vocal: rap, yodeling, pop, etc; a capella or with musical accompaniment (only voice judged)

Instrumental: (only instrumental presentation judged)

Dance: tap, ballet, interpretive, modern jazz, acrobatic, folk, clogging, etc. (only dance presentation judged)

Drama: play or scene from a play, monologue, mime



Variety: magic acts, stand-up comics, puppetry, impressionists, ventriloquism, clowning, juggling, circus acts, tumbling, gymnastics, step, lip sync, bird calls, karate

Combo: 2 or more of any of above categories, i.e. singing & dancing, singing & playing guitar (judged on all aspects of act)

Bring your own equipment (boom box, costumes, and props, etc.) No Special Effects (Lighting)

This event is open to youth ages 5-19, and group acts are accepted. Maximum number to have in a group act is 4. For more information please call the Culpeper Extension Office at (540) 727-3435. You may also contact Cristy Nibblins, Extension Agent, 4-H Youth Development at Nibblins@vt.edu or JoAnna Kilby, 4-H Program Assistant, at jlclark@vt.edu

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News from Culpeper County Public Schools

Dr. Bobbi F. Johnson, Division Superintendent
450 Radio Lane, Culpeper, VA 22701 (540) 825-3677 x 3120

Helping students answer the question: Where do I go from here?

Beginning with next year’s ninth graders, the Virginia Department of Education will require school divisions to develop an individual Career and Academic Plan with students. This new requirement supports a movement that has already begun in Culpeper County Public Schools. The Career and Academic Plan will formalize previous efforts to make sure students and parents are informed of course offerings, graduation requirements, college expectations and workforce training opportunities on a deeper level than previously required. Parents, guidance counselors and students will form a partnership to map out a high school plan at the beginning of the high school experience, and to formally review the plan prior to the junior year.

As we all know, many students do not know as ninth graders exactly what they want to prepare for after high school. This is understandable and is one of the reasons for establishing a formal planning process. As students’ interests

change, they often fail to seek the proper advice to guide them through necessary changes in course selections. This often leads to frustration upon graduation, when a student realizes that he passed up a career and technical course of study that could have provided job skills and workforce readiness at graduation, or that he could have satisfied several college requirements while still in high school.

The Career and Academic Plan is not meant to force students at a young age to make decisions that cannot be changed, nor is it intended to be an instrument for adults to determine for students the focus of the high school course of study. The process is meant to be a support for students, a vehicle to provide information on a more personal level.

While we have the goal of each student graduating with the skills for the next step in life, the Career and Academic Plan will be a useful tool to help each student answer the question: Where do I go from here?



healthy families
culpeper

763 Madison Road
Suite 209
Culpeper, VA 22701
(540) 829-2065
(540) 829-0927 fax

WELCOME HOME BABY Support and Resource Service

A recent poll indicated that most parents said they wished they had received more support and assistance during their pregnancy and in caring for their newborn. All of us feel the need for guidance and help when it comes to parenting. Welcome Home Baby is available to provide that extra support to every parent in Culpeper County. We offer free information and referrals related to parenting. As a parent in our community, you may have questions about where to go for:

- Child Care Providers
 - Child Development Information
 - Parent Support Groups
 - Prenatal and Parenting Classes
- AND SO MUCH MORE!

Welcome Home Baby will offer you support in exploring the following:

- **Preparing** for the birth of your child
- **Understanding** the importance of caring for yourself during pregnancy
- **Nurturing** the relationship with your baby
- **Planning** for your family’s future
- **Guiding** you to community resources and information to meet your specific needs

Welcome Home Baby is:

- **Free, Voluntary and Available** to every mother who lives in Culpeper

Welcome Home Baby wants you to know what to anticipate in the upcoming birth of your child, and we want you to feel successful as a new parent.



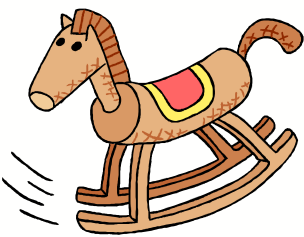
Families First/Healthy Families Culpeper consists of three separate programs

HEALTHY STEPS Home Visitation Program To support new and expecting parents.

We provide support and information that is helpful in raising a healthy child. Healthy Steps is a free, voluntary, confidential program for Culpeper County families which:

1. Helps parents learn new and fun ways to interact with their baby
2. Uses developmental tools to see how baby is growing
3. Helps parents develop goals and make them a reality
4. Promotes positive parent-child relationships
5. Promotes healthy childhood growth and development
6. Enhances family problem-solving skills
7. Provides home visitation for participants who qualify
8. Connects families to resources, and provides:
 - Parenting classes
 - Infant massage classes
 - Parent group activities
 - Child development curriculum

Healthy Steps provides a Family Support Coordinator who visits with families to support them and help them learn about child development, nurturing and bonding, nutrition, safety and other issues related to parenting.



PARENTING EDUCATION PROGRAM

Families First is offering support for parents & caregivers of children **under the age of 5**.

Come join other parents & caregivers and share your successes and challenges with raising a toddler.

The next sessions are scheduled for:

April 7, 14, 21
May 5, 12, 19
June 2, 9, 16

The three two - hour sessions are held from 6:00 – 8:00 pm in the Culpeper Regional Hospital Conference Room. There will be a \$15.00 cash charge for the required textbook.

Please call 829-2065 ext. 309 and register. Sorry, No Daycare provided!



Having a healthy pregnancy and raising a happy, healthy child is so important - but, it is not an easy job!



Culpeper County Farm and Teacher Recognized by Culpeper Soil & Water Conservation District

The Conservation Awards dinner was held in Culpeper on Wednesday November 4, 2009. The annual event honors residents who have demonstrated leadership in the stewardship of local soil and water resources. The awards presented were Educator of the Year, Forest Stewardship, Bay Friendly Farm Awards in each of the District's 5 member counties, Conservationist Business of the Year and Chairman's Award.

The Clean Water Farm Award Program recognizes farms in the Commonwealth that utilize practices designed to protect water quality and soil resources. Within the Chesapeake Bay watershed the program is known as the Bay-Friendly Farm Awards and as the Clean Water Farm Awards in all other areas of the Commonwealth.

The 2009 Culpeper County Bay Friendly Farm Award was given to Terry Ingram, owner of Threkeld Farm. Mr. Ingram purchased the herd in 2006 and began milking in 2007.

Threkeld Farm is a grass-based organic dairy that includes: 250 acres (Mr. Ingram leases an additional 700 acres); 170 registered jersey cows; 12-hour rotational grazing through 28 paddocks; 18 water troughs; 4 miles of pipeline; 8.5 miles of stream fencing; small acreage tree plantings; 2 stream crossings and 4,000 feet of travel lanes. Mr. Ingram grows and sells organic corn and plants cover crops every fall. Threkeld Farm has been placed in conservation easement.

The 2009 Educator of the Year Award was given to Leslie Jones, Science teacher and Department Chair at Eastern View High School in Culpeper County. Mrs. Jones teaches Advanced Placement Biology, Anatomy & Physiology and Chemistry. She is also the coach of the Eastern View Envirothon Team. The team placed 6th out of 19 teams at the 2009 Virginia Envirothon. As the science representative, Mrs. Jones was a part of the planning and construction of Eastern View, which is a LEED-certified school for its energy-efficient design. Mrs. Jones is also in charge of the school's recycling program.



Educator of the Year Award: Leslie Jones

Eastern View High School Principal Roger Mello, Culpeper County Director Laura Campbell; Board Chair Robert Runkle, 2009 Educator of the Year Leslie Jones, Culpeper County Directors Thomas O'Halloran and John Boldridge and Culpeper County Associate Director Jocelyn Lampert



Bay Friendly Farm Award—Threkeld Farm

Boo Ingram, 2009 Award Recipients Allison & Terry Ingram, Senator Edd Houck and Culpeper County Directors Thomas O'Halloran, Jocelyn Lampert and Laura Campbell

Help Available for Septic System Pumping, Repair & Replacement

Culpeper County residents in the Hazel River Watershed may be eligible for 50-75% cost-share to maintain, repair or replace their septic systems. To find out if you are in the Hazel River watershed call the District Office at 540-825-8591.

The mission of Culpeper Soil and Water Conservation District is to promote the stewardship of soil and water and the conservation of our natural resources. They provide education and technical assistance to manage, protect, and enhance the land and water for the benefit and enjoyment of the citizens of Culpeper, Greene, Madison, Orange and Rappahannock counties.

Culpeper County is represented on the Culpeper Soil & Water Conservation District Board by Directors John Boldridge, Laura Campbell, Thomas O'Halloran and Associate Director Jocelyn Lampert.

For more information about lawn care, best management practices, reporting pollution, moving dirt and other issues regarding soil and water conservation please contact Stephanie Rose DeNicola, Communications Specialist of Culpeper Soil & Water Conservation District at (540) 825-8591.

Are You Are you Prepared for Spring Storms, Floods and Hurricanes?

Wow! What a winter we have had with a blizzard, arctic temperatures, and cold winds. Did the electricity to your well go out and you had no water? How many of you used your emergency preparedness kits? I'm sure the gallon of water per day per person was handy to have.

Spring is a great time to restock your preparedness kits and rotate your supplies. Remember supplies should be rotated every six months.

Some of you are saying preparedness kits? What is she talking about?

With spring storms, possible floods, and hurricanes on the horizon over the next few months please consider making your personal and family preparedness kits. There are two types of kits: one to stay at home, and a "TO GO Kit" to take with you. Both kits should include at least one gallon of water per day

per person (extra for nursing mothers and your pets), non-perishable food that does not need cooking, (if you have pets, don't forget their food), paper products, and medications. Your "To Go Kit" should also include clothes, rain gear, copies of important papers, cash in small bills, and a shovel for your car. Get a complete list of supplies from the website ready.gov.

Do you know how to shut off your electricity, gas and water if you need to leave your home? If not, learn where the shutoffs are and how to shut them off. Only the gas company turns the gas back on.

When was the last time you received a tetanus shot? Your tetanus shot should be updated every 10 years. It is better to get your tetanus shot when you go for your regular doctor's appointment, rather than in an emergency. As an adult under the age of 64, you should replace one of the tetanus shots with a Tdap shot.

**Rappahannock-
Rapidan**



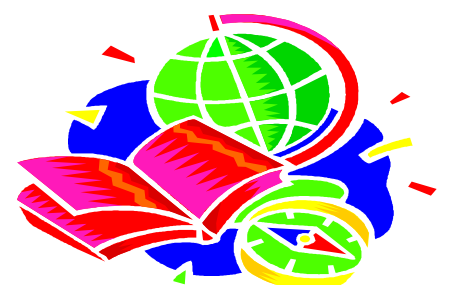
**Culpeper-Fauquier-Madison
Orange-Rappahannock**

The Rappahannock-Rapidan Medical Reserve Corps volunteers assist your community in a variety of ways: working at health fairs handing out information on public health and preparedness and directing traffic; assisting with presentations, filing, doing inventory, attending trainings, and most importantly with vaccination clinics and dispensing sites.

It is easy to join the RRMRC: Complete the application either online at <http://rrmrc.vdh.virginia.gov> or by calling 540-829-7350 x132 to have it mailed to you.

As always – please remember to cover your cough, wash your hands, stay home when you are sick, and get your flu shot!

Culpeper Literacy Council



Please Mark your calendars and join us at this exciting event!

Come to your own Culpeper Book Club sponsored by Culpeper Literacy Council and Germanna Community College on the 29th of April, 2010, at the Germanna Daniel Technology Center 18121 Technology Drive Culpeper, VA. 22701.

Event will begin at 7:00pm

Best-selling author, Jeanette Walls, will be speaking about her riveting books, The Glass Castle and Half Broke Horses.

The price of tickets is \$25.00 for adults and \$15.00 for students.

This promises to be a wonderful evening with great discussion, and Ms. Walls will be available to sign your books! Books may also be purchased that evening.

(Please see our website or contact the office for ticket purchase information)

Classes and tutoring are available for adults 18 and older.....

We offer GED classes and GED tutoring to inmates in the local jail. We provide one-on-one tutoring for those who wish to learn to read or improve their literacy skills. We also teach English as a second language and have EL Civics Classes available. Please call us for more information.

Culpeper Literacy Council 415 South Main Street, Suite 204 Culpeper, Virginia 540-825-5804

www.culpeperliteracy.com



Commissioner of the Revenue
Terry L. Yowell



FILING DEADLINES

There are a number of important filing deadlines coming up for 2010:

Personal Property (new acquisitions and/or disposed assets as of January 1 st) -	May 1
Business Personal Property and Machinery & Tools -	May 1
Aircraft and Manufactured Homes -	May 1
Military Leave and Earnings Statement (month of January) -	May 1
Virginia Income Tax (2009 tax year) -	May 1
High Mileage (as of January 1 st) documentation -	May 1
International Fuel Tax Act (IFTA) documentation (all 4 quarters for 2009) -	May 1
Virginia 2010 Estimated Income Tax quarterly payment vouchers*: #1 May 1 #2 June 15 #3 September 15 #4 January 15, 2011	

**First payment is payable to the Culpeper County Treasurer but is to be delivered/sent to the Commissioner of the Revenue's Office.
Any subsequent payments are payable to the Culpeper County Treasurer and are to be delivered/sent to the Treasurer's Office.*

ATTENTION ACTIVE DUTY MILITARY WITH HOME OF RECORD (HOR) OTHER THAN VIRGINIA:

On November 11, 2009, President Obama signed an amendment to the Servicemembers Civil Relief Act which now includes legal spouses of servicemembers who reside in the same household. Therefore, any active duty military personnel (stationed in Culpeper) and/or legal spouse residing in the same household with a home of record (HOR) other than Virginia may apply for relief of local personal property taxation, provided the vehicle is in the name of the active duty military personnel and/or legal spouse residing in the same household, **and** the vehicle is not used for business purposes. To qualify for relief of local personal property taxation send a copy of the active duty military personnel's January Leave and Earnings Statement (LES) verifying a HOR other than Virginia to the Commissioner of the Revenue's office by May 1.

Terry L. Yowell
Commissioner of the Revenue
Culpeper County
PO Box 1807
151 N Main St Ste 201
Culpeper VA 22701
phone: 540-727-3443
fax: 540-727-3472
tyowell@culpepercounty.gov

APPORTIONED ASSESSMENTS

If you own a Road Tractor (Semi) or Tractor Trailer meeting the definition of Interstate Contract Carrier with apportioned tags issued by DMV, please provide copies of the previous year's International Fuel Tax Act (IFTA) reports by May 1 in order to qualify such vehicle for an apportioned assessment. The IFTA reports should be the same as submitted to DMV.

Attention Owners of Motor Vehicles with a Seating Capacity of Not Less Than 30 Persons:

During the 2009 General Assembly Session, legislators amended the Code of Virginia Section 58.1-3506 to include a separate class of property, and a separate classification for tax rate purposes, for motor vehicles with a seating capacity of not less than 30 persons including the driver. Prior to this legislation, this type of motor vehicle was included in the general class of property, subject to the same tax rate which the governing body levied upon the general class of personal property.

With the addition of this classification of personal property as provided by the General Assembly under Code Section 58.1-3506, local governing bodies MAY (not to be confused with MUST) set different tax rates, from that rate which is levied upon the general class of personal property, for up to 40 different classes of property.

On September 1, 2009, the Culpeper County Board of Supervisors amended the 2009 personal property tax rates which were enacted on May 5, 2009 (effective as of January 1, 2009) to include a new separate tax rate of \$1.00 per assessed hundred to be levied upon this new class of property. The tax rate levied upon the general class of personal property, which includes cars, trucks, trailers and business personal property, remained unchanged at \$3.50 per assessed hundred.

The new separate class of property and the new separate tax rate became effective January 1, 2009. The information we receive from the Department of Motor Vehicles does not include seating capacity description. If you own a motor vehicle with a seating capacity of not less than 30 persons, including the driver, please contact me so that we can make sure the proper tax rate has been applied to such property.

CULPEPER COUNTY SHERIFF'S OFFICE/Sheriff Jim Branch Jr.
110 W. Cameron St. Culpeper, Va. 22701 (540) 727-7520
Emergency 911 – Records Office (540) 727-3400 – Crime Tip Line (540) 727-0300

Donation benefits area seniors

Earlier this year Sheriff Jim Branch Jr. and Major Russell Lane donated \$1,000 on behalf of the Sheriff's annual fundraiser to the Culpeper Nutrition Site. In 2009, Sheriff's Office personnel took part in various fundraising efforts including an annual golf tournament; proceeds benefitted this donation and a youth shopping event in December. The Nutrition Site offers services to an average of 75 residents every day. Visitors receive hot lunches and are invited to stay for in-house concerts, social events, health screenings and presentations by local speakers on senior issues. Branch said staff members at the site go above and beyond their responsibilities

ties to assist seniors in Culpeper. "When it comes to helping these residents they give 125 percent," Branch said of the site's staff. Site Director Gladys Williams accepted the check from Branch and Lane. Lane helped coordinate fundraising efforts with Deputy Billy Wayland throughout 2009. More than \$14,000 from those efforts went to a Shop-With-A-Cop event held shortly before Christmas. More than 100 children had the opportunity to buy presents alongside deputies and town officers. Branch, Lane and Wayland are pleased that last year's fundraising could support a donation to the Nutrition Site. The Sheriff's Office thanks all those individuals and businesses who made donations in 2009.



Sheriff Jim Branch Jr., Nutrition Site Director Gladys Williams and Maj. Russell Lane meet on Jan. 4. Williams accepted a \$1,000 donation from the Sheriff's annual fundraiser on behalf of the site.

Youth Academy: Summer 2010

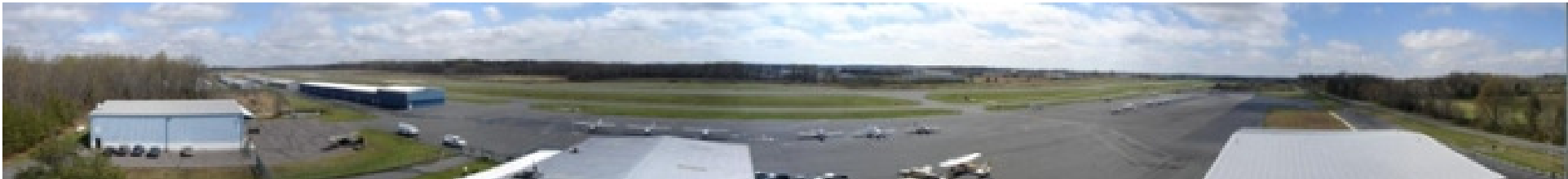
Once again the Sheriff's Office is offering a week-long summer immersion experience for residents aged 12 to 16. Teens will get an inside look at some of the training, procedures and technology utilized by law enforcement today. Classes are limited to 20 cadets. For more information contact Deputy Maria Rodriguez at (540) 727-7520 x326.



As of November 2009, Sheriff's Office Investigator David Payne is officially certified to investigate fires occurring in Culpeper County. Payne has worked in the Sheriff's Office for eight years—two of those have been as a criminal investigator. In 2008, Payne traveled to South Carolina for classes and has since completed more

than 400 hours of training to earn the certification. Sheriff Jim Branch Jr. considers Payne's certification a valuable resource for the agency. Payne has already started investigating fires and often works closely with the Virginia State Police. "It is an exact science—you can never have enough training," Payne said recently. To stay certified, Payne will complete 40 hours of training every two years. He completed certification through the Virginia Department of Fire Programs, the Virginia Fire Services Board and the Virginia Fire Marshal Academy.

Have you become physically and/or verbally abusive to your spouse or significant other?
Help is available.
Contact Culpeper County Criminal Justice Services at 540-727-3450 for referral to a treatment provider.



Culpeper Regional Airport

Culpeper Regional Airport starts 2010 with Committee Elections

The Culpeper Regional Airport Advisory Committee held elections at its first meeting of 2010 on Wednesday the 13th of January. The Advisory Committee elected John Hunton as Chairman and Jim Bailey as Vice-Chairman for calendar year 2010. The Chairman runs the monthly meetings, works with the Secretary on the agendas and minutes for the meetings, acts as the spokesperson for the committee and other duties as necessary. The Vice-Chairman assists the Chairman with these duties.



John Hunton, Chairman of Airport Advisory Committee, holding small radio controlled model aircraft.

John Hunton was born in 1932 and graduated with a Bachelor of Architecture from Virginia Tech in 1960. While his career focused mainly on architecture, John became a licensed pilot in 1969 and continues to enjoy the hobby of flying by renting aircraft at Culpeper Regional Airport.

Soon after moving to Culpeper County in 1994, John joined the Airport Advisory Committee and has been an integral part of the

committee since. John lends his extensive knowledge of architecture to the Committee for everything from airport master planning to the layout of the air show. He has also been active in helping to organize the Culpeper Air Fest from its inception over ten years ago and currently serves as the air show announcer along with Culpeper County Administrator, Frank Bossio.

John is active in radio control modeling and helped to develop the new RC flying field at Lenn Park off of Stevensburg Road. He and his wife Mary, live in Rixeyville. His two sons and their families live in nearby homes.

Jim Bailey, newly elected Vice-Chair, was born in Fulton, KY and graduated with a Bachelor’s degree from the University of Mississippi, (on a Navy ROTC full scholarship). He then did post-graduate work at University of Southern California and UCLA. Jim served in the US Navy aboard an East Coast Destroyer as Air Intercept Control Officer, and after flight school in Pensacola, FL was designated Naval Flight Officer (NFO) and assumed duties as Aircraft Maintenance Officer for a Naval Maritime Patrol Squadron stationed at Sangley Point, Philippines. He was responsible for Trans-Pacific navigation and was the first NFO to hold position of Maintenance Quality Control Officer. Jim started his civilian career with Lockheed California Co. in Burbank, CA in military sales engineering as a member of the design group responsible for the US Navy S-3A Viking Anti-Submarine aircraft.

He moved east in 1980 to become a Sales Executive and later Manager of Airline Operations for British Aerospace, Inc. Jim retired in 2002 and established Aero Performance, Ltd., an aircraft performance and economics analysis consultancy. The company is ongoing, providing aircraft analysis to airlines, corporate operators and aircraft leasing companies. He moved to Culpeper in February 2005 and volunteered for Culpeper Air Fest in that year and offered services to Airport Advisory Committee on a gratis basis. In 2008 he was appointed to the Culpeper Airport Advisory Committee.

Jim married Betsy McKenzie in Montrose, PA, in 1965, and their twins James and Elizabeth were born in 1969. They reside in the northern part of Culpeper County.

John and Jim are both ready to take the Airport forward in 2010 and would like to remind everyone of the Air Fest coming your way on October 9, 2010. Stay updated by visiting the Airport’s website:

www.culpeperairport.com



Jim Bailey

Airport Information (CJR)
Culpeper VA
12517 Beverly Ford Road
Brandy Station VA 22714
(540) 825-8280

Culpeper County Board of Supervisors

Culpeper Minutes

A quarterly publication



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The Administration Building ♦ 302 North Main Street Culpeper, VA 22701

dhoffman@culpepercounty.gov



Social Security Administration

Calling all Medicare Claimants—Changes could apply to YOU!

Calling all people to apply for “Extra Help” with prescription drug plan costs. A new law makes it even easier for people with limited income and resources to qualify.

We no longer count the cash value of life insurance, nor the value of assistance people receive from others in paying for things like rent, groceries, and utilities, in determining who is eligible.

These changes will allow many thousands of Americans who are struggling to pay their prescription drug costs to get Extra HELP in these tough economic times.

Another important change is that the Extra Help

application can also start the application process for Medicare Savings Programs, which provide help with the premiums, deductibles and co-payments of Medicare Parts A and B.

Tell everybody!

SAVE yourself some time—just file on line at www.socialsecurity.gov It is easy. Check out this website. You can file on line for Extra Help, retirement benefits and spouses benefits and much, much more. If you do not have internet, visit Culpeper County Library and use internet for FREE!

Contact us on 800-772-1213 or 1-877-531-4694

Nancy E. Davis, Culpeper District Manager

Virginia Department of Transportation (VDOT): 540-829-7626 For latest road conditions Call 511
To report Road Hazards or Snow-Flood Conditions: 800-367-7623 Toll Free